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PATENT
00771

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:	:	
Tioe et al.	:	
Serial No. 09/935,955	:	APPARATUS AND METHOD FOR
	:	MANAGING A CALL CENTER
Filed: August 23, 2001	:	
	:	
Group Art Unit 2643	:	

INFORMATION DISCLOSURE STATEMENT

Pittsburgh, Pennsylvania 15222

January 2, 2002

Commissioner for Patents
Washington, D.C. 20231

Sir:

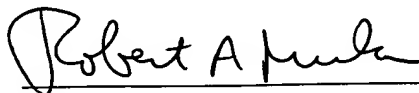
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Applicants note that although the cited references may be relevant to the examination of the above-referenced application, under 37 C.F.R. §1.97(h), the filing of this *Information Disclosure Statement* "shall not be construed to be an admission that the information cited in the statement is, or is considered to be, material to patentability as defined in §1.56(b)."

Respectfully submitted,

A handwritten signature in cursive script, reading "Robert A. Muha". The signature is written in dark ink and is positioned above a horizontal line.

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Form PTO-1449 (Rev. 12/92) U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE INFORMATION DISCLOSURE CITATION BY APPLICANT (Use several sheets if necessary)	Atty. Docket No. 00771	Serial No. 09/935,955	RECEIVED JAN 10 2002
	Applicant Tioe et al.		
	Filing Date August 23, 2001	Group Art Unit 2643	



U. S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	ISSUE DATE	PATENTEE	CLASS	SUB- CLASS	FILING DATE
	5,754,631	May 19, 1998	Cave			
	6,237,047	May 22, 2001	Peebles et al.			

FOREIGN PATENT OR PUBLISHED FOREIGN PATENT APPLICATION

EXAMINER INITIAL	DOCUMENT NUMBER	PUBLICATION DATE	COUNTRY OR PATENT OFFICE	CLASS	SUB- CLASS	TRANSLATION	
						Y	N

OTHER DOCUMENTS

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EXAMINER SIGNATURE	DATE CONSIDERED
EXAMINER: Initial if citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.	

Rev. 12/92